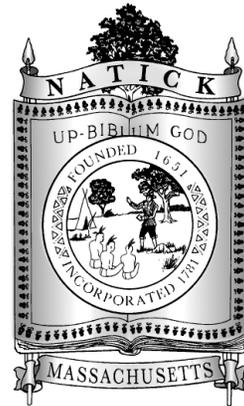


# A presentation for the employees of the **Town of Natick**



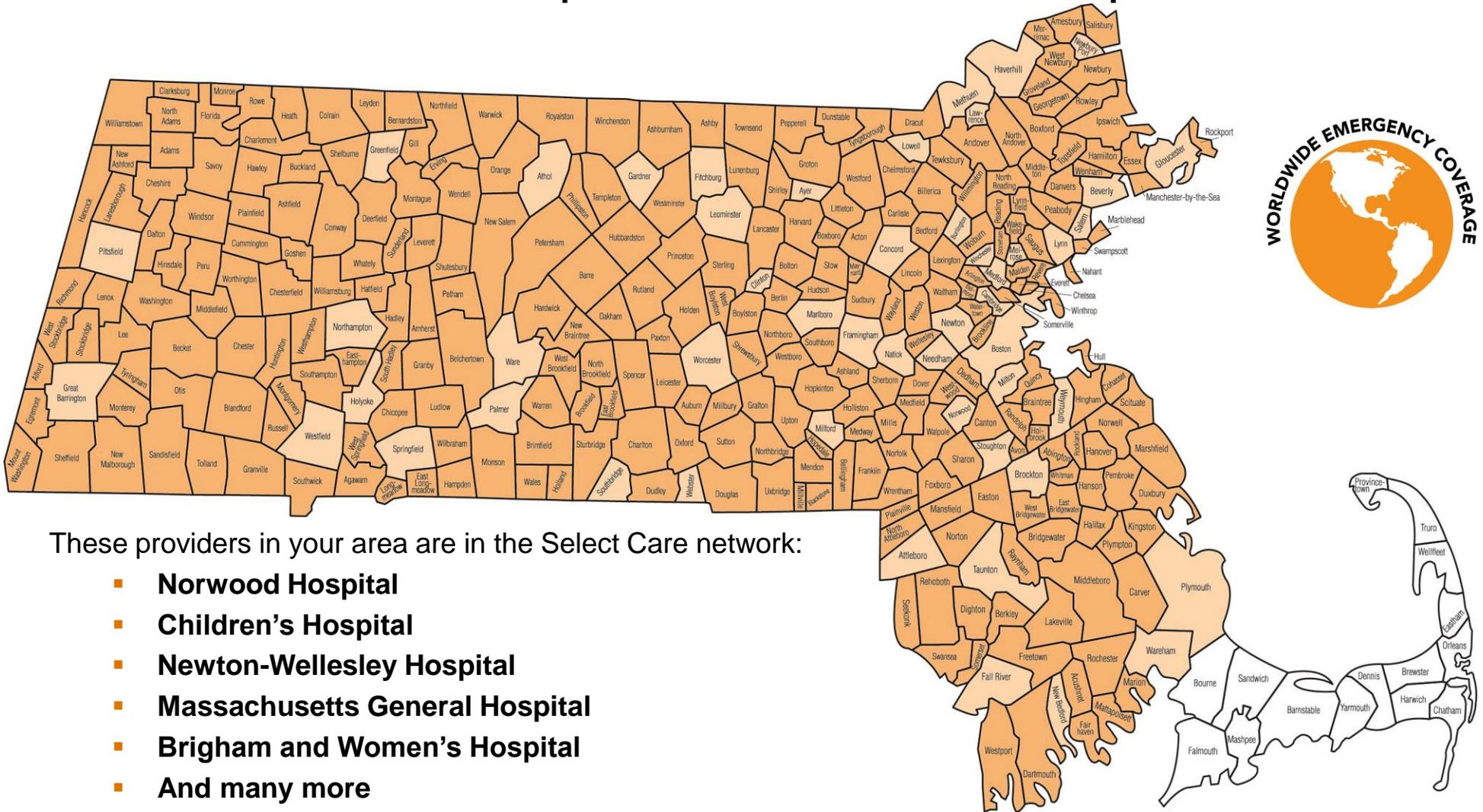
# Rate Saver – Select Care and Direct Care

Benefits	Your Cost
<b>Office Visit</b> (Primary Care Physician)	\$20 per visit
<b>Urgent Care</b> – Including Minute Clinic	\$20 per visit
<b>Specialist</b>	\$35 per visit
<b>Imaging</b> (CAT, PET, MRI)	Covered in Full
<b>Short Term Rehabilitative</b> (Physical Therapy)	\$20 per visit
<b>Prescription</b> – 30 day supply	\$10/\$25/\$45
<b>Prescription</b> – 90 day supply	\$20/\$50/\$90
<b>Emergency Room</b> (waived if admitted)	\$75 per visit
<b>Inpatient Care</b>	\$250 per admission
<b>Same Day Surgery</b>	\$125 per surgery
<b>Durable Medical Equipment</b> (DME)	Covered in full
<b>Mental Health and Substance Abuse</b> – Outpatient Care	\$20 per visit
<b>Out of Pocket Maximum</b> (OOP)*	\$1,000 Individual / \$2,000 Family

\* *Out of Pocket Maximum (OOP) is the maximum co-pay exposure a member is responsible to pay during a benefit period. After a member has met the OOP the plan will pick up all services at no co-pay. The OOP excludes monthly premiums.*

# Select Care

## Broad network option with over 42,000 providers



# Select Care

## **Hospitals**—*Includes all hospitals in Direct Care, plus:*

Anna Jaques Hospital  
Athol Memorial Hospital  
Baystate Franklin Medical Center  
Baystate Mary Lane Hospital  
Baystate Medical Center  
Baystate Wing Hospital  
Berkshire Medical Center  
Beth Israel Deaconess Hospitals,  
Milton, Needham and Plymouth  
Beth Israel Deaconess Medical Center  
Brigham and Women's Hospital  
Carney Hospital  
Children's Hospital  
Clinton Hospital  
Cooley Dickinson Hospital  
Dana-Farber Cancer Institute  
Fairview Hospital  
Good Samaritan Medical Center  
Heywood Hospital  
Holy Family Hospital  
Holyoke Medical Center  
Lawrence Memorial Hospital  
Lowell General Hospital, Saints Campus  
Marlborough Hospital  
Massachusetts General Hospital  
Melrose-Wakefield Hospital

Mercy Medical Center  
Merrimack Valley Hospital  
Morton Hospital  
Nashoba Valley Medical Center  
New England Sinai Hospital  
Newton-Wellesley Hospital  
Noble Hospital  
North Shore Medical Centers  
Norwood Hospital  
Saint Anne's Hospital  
Saint Elizabeth's Medical Center  
Sturdy Memorial Hospital  
UMass Memorial Medical Centers

### ***New Hampshire/Vermont hospitals:***

Catholic Medical Center  
Cheshire Medical Center  
Elliot Hospital  
Exeter Hospital  
Mary Hitchcock Memorial Hospital  
Parkland Medical Center  
Portsmouth Regional Hospital  
Southern New Hampshire Medical Center  
Southwestern Vermont Medical Center

## **Physician groups**—

*Includes all groups in Direct Care, plus:*

Atrius Health  
Dedham Medical Associates  
Granite Medical  
Harvard Vanguard Medical Associates  
North Shore Medical Group  
Prima Care  
Saint Anne's IPA  
Valley Medical Group  
Williamstown Medical Associates

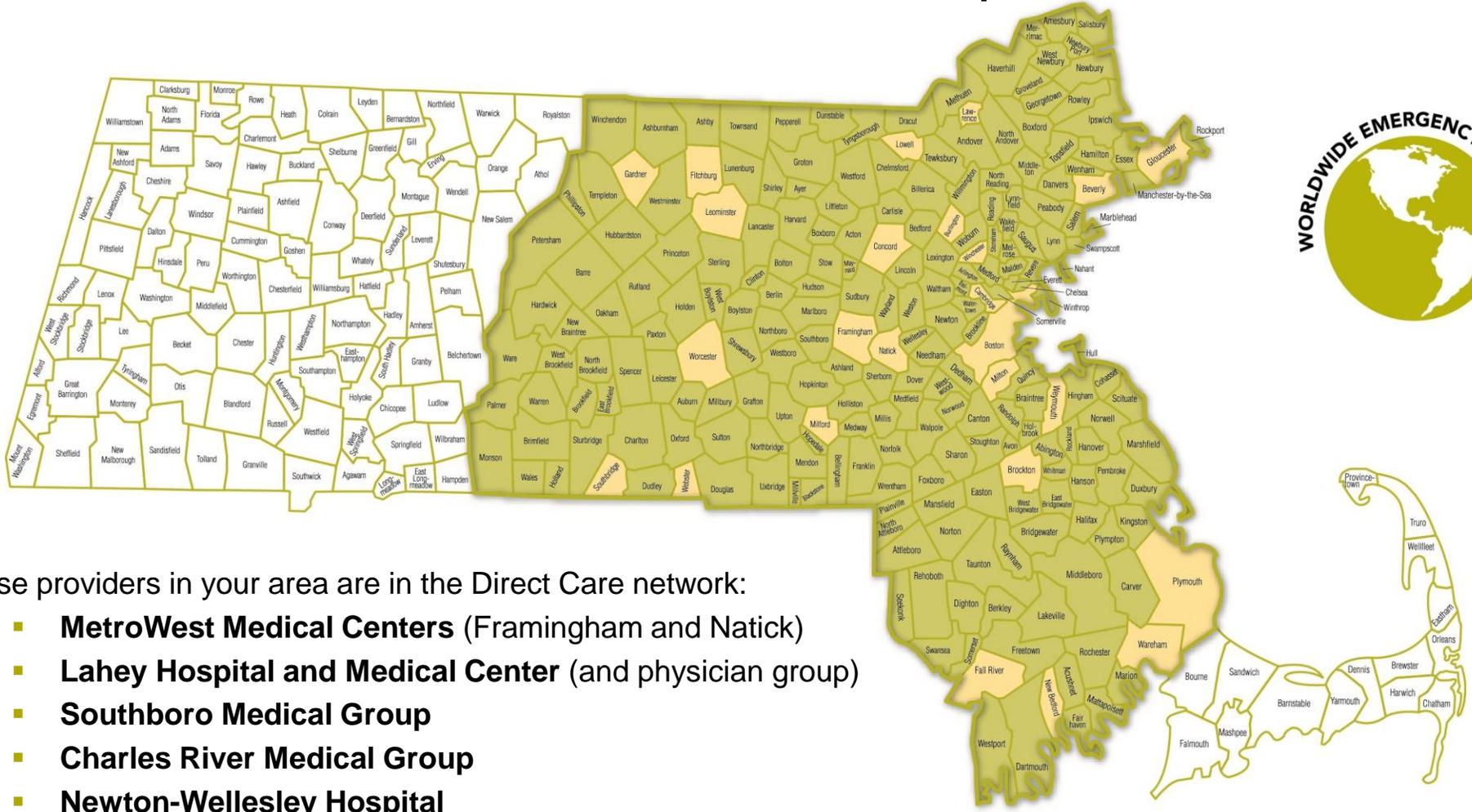
### ***New Hampshire groups:***

Advantage Network PHO  
Catholic Medical Center  
Physicians Practice Associates  
Dartmouth Hitchcock (Keene,  
Nashua, Manchester)  
Derry Medical Center/Londonderry  
Family Practice  
Derry Pediatrics  
Elliot Physician Network  
Southern New Hampshire Internal  
Medical Associates



# Direct Care

## Limited network over 30,000 providers



These providers in your area are in the Direct Care network:

- **MetroWest Medical Centers** (Framingham and Natick)
- **Lahey Hospital and Medical Center** (and physician group)
- **Southboro Medical Group**
- **Charles River Medical Group**
- **Newton-Wellesley Hospital**

*This plan provides access to a network that is smaller than the Select Care network. In this plan, members have access to network benefits only from the providers in Direct Care. Please consult the Direct Care provider directory—a paper copy can be requested by calling our Customer Service Department at 1-800-868-5200—or visit the provider search tool at [fallonhealth.org](http://fallonhealth.org) to determine which providers are included in Direct Care.*



# Direct Care

## Hospitals

Addison Gilbert Hospital  
Beth Israel Deaconess Hospital, Milton  
Beth Israel Deaconess Hospital-Plymouth  
Beverly Hospital  
Brigham and Women's Faulkner Hospital  
Charlton Memorial Hospital  
Emerson Hospital  
Harrington HealthCare at Hubbard  
Harrington Memorial Hospital  
HealthAlliance Hospitals  
Heywood Hospital  
Lahey Hospital and Medical Center  
Lawrence General Hospital  
Lowell General Hospital, Main Campus  
Massachusetts Eye & Ear Infirmary  
MetroWest Medical Centers  
Milford Regional Medical Center  
Mount Auburn Hospital  
Newton-Wellesley Hospital  
New England Baptist Hospital  
Saint Luke's Hospital  
Saint Vincent Hospital  
Signature Healthcare Brockton Hospital  
South Shore Hospital  
Tobey Hospital  
Tufts Medical Center  
Winchester Hospital

## Physician groups

Acton Medical Associates  
Allied Pediatrics of Greater Brockton, Inc.\*  
Brockton Area Primary Care, LLC\*  
Cape Ann Medical Center  
Cape Ann Pediatrics  
Central Massachusetts IPA, LLC  
Charles River Medical Associates  
Greater Lawrence Family Health Center  
Harrington PHO  
Highland Healthcare Associates IPA  
Jordan Physician Associates  
Lahey Clinic Physicians  
Lawrence General IPA  
Lowell General PHO  
Mass Bay Medical Associates, LLC\*  
MetroWest Quality Care Alliance\*  
Milton Primary Care, LLC\*  
Mount Auburn Cambridge IPA  
Northeast PHO  
Newton-Wellesley PHO  
Pediatric Associates of Brockton, Inc.\*  
Pentucket Medical  
Plymouth Bay Primary Care, LLC\*  
Primary Care Medical Associates, LLC\*  
Reliant Medical Group  
Saint Vincent Medical Group

Signature Healthcare  
Bridgewater Goodard Park  
Medical Associates  
Signature Healthcare Brockton  
Hospital and affiliated  
providers  
South Shore PHO  
Southboro Medical Group  
Southcoast Physicians  
Network  
Tufts Medical Center  
Physicians Organization,  
Inc.\*  
Woburn Pediatric Associates,  
LLC\*

*\* A New England Quality Care Alliance  
Group*



# Direct Care Peace of Mind Program™

This benefit is available to Direct Care members and provides access to receive a second opinion and treatment for specialty services at one of these medical centers in Boston that may not be part of the member's provider network:

- **Beth Israel Deaconess Medical Center**
- **Brigham and Women's Hospital**
- **Children's Hospital**
- **Dana-Farber Cancer Institute**
- **Massachusetts General Hospital**



# Covered no matter where you go

- **Worldwide emergency coverage**

Fallon members are covered for emergency services worldwide. Emergency services do not require referrals or authorizations.

- **Out-of-area student coverage**

Students attending school outside their Fallon plan's service area are covered for certain services while out-of-area, as long as it's authorized in advance by Fallon.



# Find your doctor

**Just visit [fallonhealth.org](http://fallonhealth.org) and follow these simple steps:**

The screenshot shows the top navigation bar with links for home, about FCHP, news, careers, contact us, site map, and español. Below the navigation is a search bar and a 'Search' button. The main heading reads 'Find a doctor, dentist, or other health care provider'. There are two search sections: 'Quick search by health care provider's name' and 'Advanced Search'. The 'Quick search' section has radio buttons for 'Search our regional networks' (selected) and 'Search our national PPO network'. It includes a 'Search this state:' dropdown menu set to 'MASSACHUSETTS' and a text input for 'Health care provider's name:' with a placeholder 'Last name, first name'. Below this is an 'Examples:' list with 'williams, jack', 'St. John, Amy', and 'Smith', and a 'Search' button. The 'Advanced Search' section has radio buttons for 'Search our regional networks' (selected), 'Search our national PPO network', and 'Search a specific plan's network'. It includes a dropdown for 'Select a plan \*Required\*' with a link 'I'm not sure what my plan network is'. Below this is a 'Search by tier' dropdown set to 'Required' if Tiered Choice' with a link 'What is a tier?'. At the bottom, there is a text input for 'Enter your ZIP code or your city and state' with a '(Required)' label and an 'Examples:' list with '01608'.

- Click on “Find a doctor” in the members section, or on the home page.
- Click on “Search our regional networks” for your Fallon network.
- If you are **looking for a specific provider, type his/her last name** (once you start typing, you will be given a list of providers to choose from).
- If you don’t have a particular provider in mind, you can **use the advanced search option to search by ZIP code to find a provider convenient to you.** You can use this advanced search option for specialists as well as for primary care providers.

We update the provider listing on [fallonhealth.org](http://fallonhealth.org) every day, so you can trust that you are seeing the most up-to-date information. You can also call our Customer Service Department at 1-800-868-5200.



## It Fits! program

One of the most flexible fitness benefits in Massachusetts pays you back for:

- School/town sports programs
- Memberships at the gym of your choice—no limitations!
- Ski lift tickets, season passes & lessons
- Weight Watchers®
- Yoga, Pilates, aerobics classes
- New cardiovascular home fitness equipment
- And more!

Select Care  
\$400 family  
\$200 individual

Direct Care  
\$500 family  
\$250 individual

*Weight Watchers® is a registered trademark of Weight Watchers International, Inc.  
Cardiovascular home fitness equipment must be new and purchased in 2016 or beyond at a retail store or at Amazon—receipt and proof of payment required. Excludes secondary markets such as Craigslist and eBay.*



# Value-added features

## **EyeMed® Vision Care**

Members receive up to 35% discount off of frames and lenses when they shop with a participating EyeMed vendor. EyeMed's Network includes thousands of private practitioners and retailers nationwide, including LensCrafters®, Sears Optical<sup>SM</sup>, Target Optical®, JCPenney® and most Pearle Vision® locations.

## **CVS Caremark ExtraCare® Health Card**

Members get a 20% discount on more than 1,500 CVS/pharmacy-brand health-related products—good at any CVS/pharmacy store or online at cvs.com.

## **Mobile APP ID Card for the iPhone and Android**

Never lose or forget your ID card again! View co-payments, use at doctors office or e-mail or fax an image of your ID card to a doctor, hospital or pharmacy.

## **Preventive Family Dental**

Members receive discounts on cleanings, x-rays and other routine services with participating providers.

## **Chiropractic Services**

Fallon Health partners with American Specialty Health Administrators, Inc. (ASH) to provide access to thousands of contracted chiropractors, acupuncturists and massage therapists. Member can seek care with participating providers for just a co-payment.

## **Quit to Win!**

A free counseling program with tobacco cessation experts in a group setting or by telephone.

## **Oh Baby!**

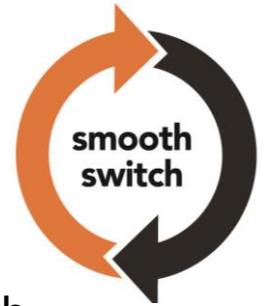
Program for new and expectant parents that provides prenatal vitamins, a convertible car seat, portable electric breast pump and other “little extras”—all at no additional cost.



# How we implement your group...service

There are no two groups exactly the same. That's why Fallon customizes your enrollment to work for you and your employees.

- **Enrollment meetings**—your Fallon sales representative will run your meetings for you.
- **Continuity of care**—Fallon member service specialists can work with your employees to answer questions and help with specific needs.
- **Interpreter services** for initial enrollment, and language line services for all other Fallon member needs.
- **Client service manager**—available depending upon size of the group
- **Outreach calls**—member welcome calls to large groups



Once on board, you'll receive consistent excellent service and follow-up from your dedicated Account Manager ... your point person for anything you need from Fallon.

# Your Fallon Health team

## **Jason Fortin**

Account Executive, Municipal Market

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Account Representative, Municipal Market

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## **Katelyn Glennon**

Client Service Advocate, Municipal Market

Direct line: **1-508-368-9198**

E-mail: **[katelyn.glennon@fallonhealth.org](mailto:katelyn.glennon@fallonhealth.org)**